

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): George W. ERHART et al.	Conf. No.: 3849
Application No.: 10/674,562	Art Unit: 2614
Filed: September 30, 2003	Examiner: DEANE, W. J. Jr.
Title: ESTIMATION OF EXPECTED VALUE FOR REMAINING WORK TIME FOR CONTACT CENTER EMPLOYEES	

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

STATEMENT OF SUBSTANCE OF INTERVIEW

Sir:

This Applicant's Statement of Substance of Interview is being submitted pursuant to MPEP 713.04. As noted in the Examiner's Interview Summary, on October 23, 2008, Applicant's representative telephoned the examiner to request that the finality of the July 24, 2008, Office Action be withdrawn for the reasons presented in the Request for Reconsideration and Request for Withdrawal of Premature Finality filed on September 22, 2008. The examiner agreed to withdraw the finality. No other issues were discussed.

Respectfully submitted,

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